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Date: July 13, 2004

To:

Examiner: H. Hong
USPTO

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(703) 872-9306

Art Unit:

2654

From:

Alan Pedersen-Giles

Fax:

703-633-3303

M/S:

Subject: Method of Processing An Inbound Call in a Call Center

Application No.: 09/523,935; Inventor: John Crook

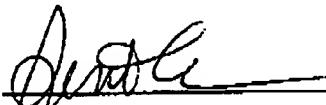
Filed: March 13, 2000 Docket No. 42390P8971

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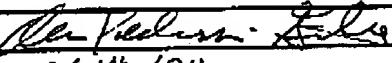
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		Application Number	09/523,835
		Filing Date	March 13, 2000
		First Named Inventor	John CROOK
		Art Unit	2642
		Examiner Name	H. Hong
Total Number of Pages In This Submission	7	Attorney Docket Number	42390P8971

ENCLOSURES (Check all that apply)

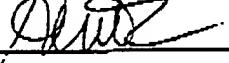
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Firm or Individual name	Alan Pedersen-Giles, Reg. No. 39,996 Intel Americas, Inc.
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